

## Mai Vang

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**From:** Derek Olson  
**Sent:** Tuesday, April 28, 2026 3:11 PM  
**To:** Marcia Moermond; Mai Vang  
**Subject:** FW: 398 Mississippi River Blvd

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**From:** \*CI-StPaul\_PW-SewerCredit <[PW-SewerCredit@ci.stpaul.mn.us](mailto:PW-SewerCredit@ci.stpaul.mn.us)>  
**Sent:** Tuesday, April 28, 2026 11:16 AM  
**To:** Derek Olson <[derek.olson@ci.stpaul.mn.us](mailto:derek.olson@ci.stpaul.mn.us)>  
**Subject:** FW: 398 Mississippi River Blvd

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**From:** Jennifer Guertin <[jennifer.guertin@ci.stpaul.mn.us](mailto:jennifer.guertin@ci.stpaul.mn.us)>  
**Sent:** Wednesday, March 25, 2026 8:19 AM  
**To:** \*CI-StPaul\_PW-SewerCredit <[PW-SewerCredit@ci.stpaul.mn.us](mailto:PW-SewerCredit@ci.stpaul.mn.us)>; Sunn T <[sshthaw@yahoo.com](mailto:sshthaw@yahoo.com)>  
**Cc:** Derek Olson <[derek.olson@ci.stpaul.mn.us](mailto:derek.olson@ci.stpaul.mn.us)>; Holly Overton <[holly.overton@ci.stpaul.mn.us](mailto:holly.overton@ci.stpaul.mn.us)>  
**Subject:** Re: 398 Mississippi River Blvd

Sewer credit has been applied to the account.



**Jennifer Guertin**

*Sr Customer Service Representative*

1900 Rice Street

St. Paul, MN 55113

Office Phone: 651-266-6350

Direct Phone: 651-266-6312

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**From:** \*CI-StPaul\_PW-SewerCredit <[PW-SewerCredit@ci.stpaul.mn.us](mailto:PW-SewerCredit@ci.stpaul.mn.us)>  
**Sent:** Wednesday, March 25, 2026 8:05 AM  
**To:** Sunn T <[sshthaw@yahoo.com](mailto:sshthaw@yahoo.com)>  
**Cc:** Derek Olson <[derek.olson@ci.stpaul.mn.us](mailto:derek.olson@ci.stpaul.mn.us)>; Jennifer Guertin <[jennifer.guertin@ci.stpaul.mn.us](mailto:jennifer.guertin@ci.stpaul.mn.us)>; Holly

Overton <[holly.overton@ci.stpaul.mn.us](mailto:holly.overton@ci.stpaul.mn.us)>; \*CI-StPaul\_PW-SewerCredit <[PW-SewerCredit@ci.stpaul.mn.us](mailto:PW-SewerCredit@ci.stpaul.mn.us)>

**Subject:** Re: 398 Mississippi River Blvd

Hello Sunn Sunn,

After review, the Sewer Utility has approved a **one-time sewer credit** to 398 Mississippi River Blvd S linked to SPRWS account #0210455.

The credit is based on the average sewer volume usage for the same period over the previous three years (0 CCF).

The amount will be **\$3,713.44** based on crediting back 577 CCF at \$6.45 per unit (minimum volume charge of \$8.21 and base fee still apply). Please see attached.

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SPRWS,

Please reset the sewer volume maximum for this account to 0 CCF for the remainder of 2026.

Thank you,

Phi

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**From:** Sunn T <[sshthaw@yahoo.com](mailto:sshthaw@yahoo.com)>

**Sent:** Thursday, March 19, 2026 2:09 PM

**To:** \*CI-StPaul\_PW-SewerCredit <[PW-SewerCredit@ci.stpaul.mn.us](mailto:PW-SewerCredit@ci.stpaul.mn.us)>

**Subject:** Re: 398 Mississippi River Blvd

Hi Phi,  
Thanks for the advice. I have attached the notarized statement.

sincerely,  
Sunn Sunn

On Thursday, March 19, 2026 at 01:06:17 PM CDT, \*CI-StPaul\_PW-SewerCredit <[pw-sewercredit@ci.stpaul.mn.us](mailto:pw-sewercredit@ci.stpaul.mn.us)> wrote:

Hello Sunn Sunn,

Thank you for providing this information.

In addition to the information you have provided, the Sewer Utility will require a **notarized and signed letter** stating that *all the information you have provided is accurate and confirming that the excess water did not enter the sanitary sewer system, and that you agree to all the penalties that will be levied upon you if any information provided is found to be inaccurate.*

Once you provide the notarized letter, the Sewer Utility can issue a sewer credit based on your past water volume usage during the same period in past years.

Regards,

Phi

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**From:** Phi Pham <[Phi.Pham@ci.stpaul.mn.us](mailto:Phi.Pham@ci.stpaul.mn.us)>  
**Sent:** Thursday, March 19, 2026 12:09 PM  
**To:** \*CI-StPaul\_PW-SewerCredit <[PW-SewerCredit@ci.stpaul.mn.us](mailto:PW-SewerCredit@ci.stpaul.mn.us)>  
**Subject:** Fw: 398 Mississippi River Blvd

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**From:** Sunn T <[sshthaw@yahoo.com](mailto:sshthaw@yahoo.com)>  
**Sent:** Thursday, March 19, 2026 11:50 AM  
**To:** Phi Pham <[Phi.Pham@ci.stpaul.mn.us](mailto:Phi.Pham@ci.stpaul.mn.us)>  
**Subject:** Re: 398 Mississippi River Blvd

**Think Before You Click:** This email originated **outside** our organization.

Request for Sewer Charge Adjustment – Burst Pipe and Basement Flooding

Dear Phi,

I am requesting a review and adjustment of the sewer charges associated with a recent water bill for my vacant property.

During the last billing cycle, a water pipe burst near the boiler in the basement. The issue was discovered when a city worker came to the property, and the water was shut off immediately. The leak caused significant basement flooding, and the water did not enter the sanitary sewer system.

Because the water was discharged into the basement rather than the sewer, I respectfully request a review and removal of the sewer charges for this billing period.

My typical monthly water bill for this property is approximately \$47, and the recent bill was unusually high due to this unexpected plumbing failure.

I have included photos of the burst pipe and basement flooding for your review. Please let me know if any additional information would be helpful.

Thank you for your kind consideration.

Sincerely,

Sunn Sunn  
651-356-1198

On Thursday, March 19, 2026 at 09:40:32 AM CDT, Phi Pham <[phi.pham@ci.stpaul.mn.us](mailto:phi.pham@ci.stpaul.mn.us)> wrote:

Hello Sunn Sunn,

Please provide a detailed summary of the burst water pipe issue and include any relevant dates, photos, and contractor invoices.

We will review the information for any possible sewer credit.

Regards,

**Phi Pham (*fee fom*)**

***Public Works Technician***

**City of Saint Paul Sewer Utility**

P: 651.266.9825

[phi.pham@ci.stpaul.mn.us](mailto:phi.pham@ci.stpaul.mn.us)



**SAINT PAUL**  
**MINNESOTA**